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## About the Initiative

The Patient Centered Medical Home (PCMH) Initiative is a core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focusing on the development and testing of health care payment and service delivery models to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. For more information and resources, check out our webpage.

## Contact Us

Questions can be sent to:  
[MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov)

## Links

[SIM Initiative website](#)

[SIM Care Delivery webpage](#)

[SIM Population Health webpage](#)

Welcome to the 2019 Patient Centered Medical Home Initiative monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants.

You will continue to receive other regular communications and event reminders from the PCMH Initiative. This newsletter has been developed as a method to share information in one common location. Previous editions of the newsletter can be found [here](#).

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## Program News and Updates

### August Office Hour: Servicing the Invisible Patient

Many times, practices focus on the patients that routinely enter their doors and seek appointments and care. There is another set of potential patients that may be important in reaching outcome and delivery goals – those members who are attributed to your practice, but who do not seek care. If needs among this population segment go unserved, they may be at risk for avoidable hospitalizations, emergency department visits, or complications. For proper panel management, it is good practice to consider the needs and available information about all who are attributed to your practice. This office hour will provide approaches and ideas for better understanding your entire patient population so that good candidates for care management or coordination are identified, considered, and engaged in care planning. Join us on August 27 from 11:30 - 12:30PM to learn more! Reserve your spot and [REGISTER HERE](#).

### Semi-annual Practice Transformation Report

The Semi-annual Practice Transformation Report was released mid-June with a submission deadline of Wednesday, July 31, 2019 by 5:00pm. The link to the electronic submission was distributed to your organization's key contact. You can preview the requirements to complete the report in the downloadable template found on the first page of the report. If you have any questions, please email the PCMH Initiative Team at [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov).

## **Save the Date: SIM PCMH Initiative 2019 Summit**

2019 is the seminal year for the State Innovation Model. This year, SIM PCMH Initiative Summit will be held as a full day event in Lansing on November 12 at the Kellogg Center. The summit theme is “Sustaining the Gains Through Smart Delivery and Cost-Effective Care”. The day is structured to be an interactive opportunity that will feature topics of high importance to attendees, including:

- Transitioning from Adverse Events to Resiliency
- Acting Upon and Leveraging Social Determinant of Health Information in Care
- A Panel Discussion with Medicaid Health Plan Representatives
- An Evaluation Update
- An Update on Sustainability and Alternative Payment Models

**Intended Audience:** The Summit is intended for MI-SIM PCMH Initiative participants and partners including physicians, practice teams, care managers, care coordinators, Physician Organization leaders, Community Health Innovation Region partners, administrators, and health plans.

Date: Tuesday November 12, 2019

Place: Kellogg Conference Center | 219 S Harrison Rd, East Lansing, MI 48824

Time: 9:00 a.m. - 4:30 p.m.

### **Continuing Education Nursing and Social Work:**

This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

“Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative”. Approved Provider Number: MICEC 110216

For CE questions email [micmt-requests@med.umich.edu](mailto:micmt-requests@med.umich.edu).

Questions about Summit registration may be directed to Veralynn Klink at [vklink@med.umich.edu](mailto:vklink@med.umich.edu). Other questions about the Summit may be sent to [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov).

### **Pre-Polling Questions**

We would love for you to take five minutes and answer our pre-polling questions. They are just four short questions that ask about your most impactful SIM PCMH work over the past few years and your perceptions on the biggest Medicaid trends in the next decade. This information will help frame our conversations on November 12, so you can get the most out of the day as possible.

[SURVEY HERE](#)

### **Evaluation**

The Michigan Public Health Institute recently released the first round of PCMH Clinical-Community Linkage (CCL) Reports. CCL data was submitted by participating PCMH practices for services in March 2017 through December 2018. These reports detail the practices' experiences with the implementation of the social determinants of health screening process and subsequent clinical-community linkages facilitation process. Additionally, the Michigan Public Health Institute is wrapping up the data collection for the 2019 Clinical-Community Linkage Provider Survey. The MPHI team will work on producing individualized reports for Physician Organizations (POs) that had providers submit responses and will also be available for sense-

making sessions to help POs better understand the data that can be found in the reports.

### **Pediatric Office Hours: Announcing Dates for 2019**

SIM PCMH Initiative Pediatric Office Hours will continue with a series of three webinars in 2019. We would like to thank the SIM PCMH Initiative Pediatric Curriculum Planning Workgroup members for their commitment and expertise to guide the planning in 2019.

Date/Time: Thursday, September 12 from Noon – 1 p.m.

Topic: Pediatric Depression

Presenter: Thomas Atkins, MD

[REGISTER HERE](#)

This presentation is supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services. The content provided is solely the responsibility of the authors and does not necessarily represent the official views of HHS or any of its agencies. The Pediatric Office Hours are open to all.

### **Upcoming Michigan Data Collaborative Deliverables**

MDC plans to release the following deliverables in the coming weeks:

- August 2019 PCMH Patient Lists and Provider Reports – *late August 2019*
- March 2019 – May 2019 Care Coordination and Claims Detail Reports – *late August 2019*

### **Deliverables Affecting the 2019 Care Management Improvement Reserve (CMIR) and Performance Incentive Plan (PIP)**

- The final Care Coordination reports (for April – June 2019) that apply to CMIR will be available in early October. The three quarters utilized are 4Q18 (Oct – Dec), 1Q19 (Jan – Mar), and 2Q19 (April – June).
- As a reminder, the SIM PCMH team calculates the final percentage by summing the numerators for the three quarters and averaging the population in the denominator.
- The Dashboard release that is used for PIP will be available in late October with a reporting period of July 2018 through June 2019.

You can view an up-to-date list of upcoming deliverables on the [SIM PCMH page](#) of the [MDC Website](#).

### **Literature Review**

#### **The Community Health Worker Boom**

To improve population health, health care organizations are looking to Community Health Workers (CHWs). CHWs are individuals from local communities who, because of shared experiences and established relationships, can identify and act on social issues. The authors of this article state that CHW programs vary in their approach and effectiveness, however. They go on to describe what they believe are the core components necessary to make CHWs as effective as possible.

The authors view CHW programs as a human resource innovation. CHW programs are only as good as the people hired for the job, therefore they are proponents of strategic hiring. Strategic hiring starts with understanding who is and who is not a CHW. Community Health Workers share demographic characteristics with their patients and are innately empathic and altruistic. Their unique identity allows them to build trust with patients. To find these natural helpers, they suggest strategies such as posting jobs at local volunteer

organizations and conducting behavioral interviews involving case scenarios and role-play. They believe these practices will reduce annual turnover rates.

Another component of an effective CHW program is training at all levels, including program leaders and supervisors. They recommend that effective training involves the use of standardized skill checks to engage adult learners and ensure mastery of techniques such as motivational interviewing and active listening.

Perhaps the greatest value of a CHW is their ability to provide creative, patient-centered social support, which goes beyond appointments and referrals. The authors state their work has demonstrated that socially mediated approaches can be as effective as conventional medical pathways for improving clinical outcomes such as Hemoglobin A1C levels or hospital admission rates. This approach allows CHWs to leverage patient, family, and grassroots resources, for example locating inexpensive rooms for rent. Many patients may have problems such as low self-esteem which are not easily solved by resource referrals. Additionally, many patients may feel dehumanized by continually cycling through referral systems. To be successful, such an approach should also focus on identifying long-term support systems, such as drop-in groups, family, or neighbors, that patients can utilize once intensive CHW support ends.

Because CHW programs are relatively easy to pilot, organizations are often tempted to “just try it.” However, building a program without sufficient planning and infrastructure has risks. One of the biggest infrastructural problems that the authors see is inadequate supervision. Busy clinicians may lack an understanding of the role of the CHW. Instead, they recommend that CHWs receive structured supervision from individuals with a social work or public health background, including former CHWs.

CHW programs are not new, they go through boom and bust cycles for predictable reasons. Because these programs create the illusion of being simple, organizations tend to invent programs of their own rather than adapting evidence-based programs. Organizations may confuse how easy these programs are to start, with how easy they are to design and manage well.

In order to prevent the bust cycle and translate the current wave of enthusiasm into real change, the authors suggest approaching these programs with the rigor and discipline that they deserve.

**Reference:** Shreya Kangovi and David A. Asch, The Community Health Worker Boom, NEJM Catalyst, August 29, 2018.

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## [Upcoming Events and Initiative Resources](#)

### [Michigan Institute for Care Management and Transformation Approved Self-Management Support Courses and Resources](#)

To access the list of the MICMT Approved Self-Management Support courses, please click [here](#). The list of MICMT Approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MICMT has collected resources for Self-Management Support including: websites of interest, publications, tools, videos, and even patient materials. MICMT’s “Self-Management Support Tools and Resources” document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access. Please click [here](#) to access “Self-Management Support Tools and Resources”.

Both of these documents can also be accessed on the MiCMT website [home page](#).

### [Upcoming Complex Care Management Course Dates and Registration](#)

The Michigan Institute for Care Management and Transformation (MICMT) Complex Care Management (CCM) course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers and health care professionals in the ambulatory care setting, working with complex patients. Please note, this course has been updated and the new format consists of self study modules and a 1-day in person training. For CCM Course details [click here](#).

**Upcoming CCM course dates and course registration:**

August 21 | Lansing | [REGISTER HERE](#) | Registration deadline: August 1, 2019

September 11 | Dimondale | [REGISTER HERE](#) | Registration deadline: August 22, 2019

September 25 | Lansing | [REGISTER HERE](#) | Registration deadline: September 5, 2019

**NOTES:** If you have 15 or more care managers in your area and would like the Michigan Care Management Resource Center team to provide a regional training at your location please submit your request to: [MICMRC-ccm-course@med.umich.edu](mailto:MICMRC-ccm-course@med.umich.edu)

For questions please contact: [MiCMRC-ccm-course@med.umich.edu](mailto:MiCMRC-ccm-course@med.umich.edu)

**For More Information**

[www.Michigan.gov/SIM](http://www.Michigan.gov/SIM) | [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov)



